

# Provider Services

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September 2023

# Updates and Reminders

## Passport Policies

As a reminder, Passport posts claim edits, clinical, and payment policies [here](#) on our website.

The screenshot shows the Passport by Molina Healthcare website. At the top, there are navigation tabs for "For Molina Members", "About Molina", "Showing Information For Kentucky", "Kentucky", "Medicaid", and "Type Size". The main header features the Passport logo and a search bar. Below the header is a navigation menu with tabs for "Home", "Manual", "Forms", "Policies", "HIPAA", "EDI ERA/EFT", "Pharmacy", "Health Resources", "Communications", and "Contact Us". The "Policies" tab is selected. The breadcrumb trail reads "Home > Policies > Passport Policies". The main content area is titled "Passport Policies" and contains the following text: "Passport follows Molina Clinical Policies as outlined on the Molina Clinical Policy website. To access and review these policies, please visit [www.MolinaClinicalPolicy.com](http://www.MolinaClinicalPolicy.com)." Below this text are three sections, each with a right-pointing arrow: "Claim Edit Policies", "Clinical Policies", and "Payment Policies". Under "Clinical Policies", there are two sub-sections: "Clinical Payment Policy UM XRT 2009 External Beam Teletherapy Brachytherapy" and "Clinical Payment Policy UM XRT 2010 Neutron and Proton Beam Policy".

# Updates and Reminders: Health Risk Assessments

Member Health Risk Assessments (HRA) are used to identify a person's specific health conditions, functional status, social determinants, accessibility needs and other characteristics as well as personal strengths, resources and abilities.

The HRA is performed by an individual or a team of specialists and may involve family, or other significant people to inform care planning and the level of required services and supports.

For members identified through HRA completion, referral, risk scoring and stratification, or other methods as determined by Passport as potentially in need of a higher level of Health Management Program services, Passport shall conduct a comprehensive HRA to determine the member's Health Management Program service needs.

## **The Health Risk Assessment shall at a minimum assess the following:**

- Member's immediate, current and past health care, mental health and SUD needs;
- Psychosocial, functional, and cognitive needs;
- Social Determinants of Health, including employment and housing status;
- Ongoing conditions or needs that require treatment or care monitoring;
- Current care being receiving, including health care services or other care management;
- Current medications, prescribed and taken;
- Support network, including caregivers and other social supports; and
- Other areas as identified by Molina or the Department.

# Updates and Reminders: Dental Partner - DentaQuest



Passport partners with **DentaQuest** to provide dental benefits to our Members.

## Contact DentaQuest:

Providers: (800) 508-6787

Members: (844) 583-6155

[DentaQuest.com/Kentucky](https://DentaQuest.com/Kentucky)

## Covered services include:

### Over Age 21

- Diagnostic & Preventive Services (D0100-D1000 series)
- Restorative Services (D2000 series)
- Endodontic Services (D3000 series) –Apicoectomy codes only
- Periodontics (D4000 series) – Periodontal scaling and root planning
- Oral Surgery (D7000 series) – removal of cysts, etc. (require post review and pathology report)
- General Services (D9000 series)-Anesthesia services (when medically necessary post review required)

### Under Age 21

- Diagnostic and Preventive Services (D0100-D1000 series)
- Restorative Services (D2000 series)
- Endodontic Services (D3000 series)
- Periodontics (D4000 series) – All procedures require prior authorization
- Dentures/Prosthodontics (D5000 series)-Denture adjustments, repairs, and relines within 6 months of initial delivery
- Oral Surgery (D7000 series)-removal of cysts, etc. (require post review and pathology report)
- Orthodontics (D8000 series) –All procedures require prior authorization
- General Services (D9000 series)

# Updates and Reminders: Culturally and Linguistically Appropriate Services (CLAS) Standards

## Communication and language assistance (5-8 of 15):

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Below are links regarding the CLAS standards and how they apply in specific situations.

- [Culturally and Linguistically Appropriate Services \(CLAS\) in Maternal Health Care](#)
- Partners in Contraceptive Care and Knowledge (PICCK) two-part webinar series on implicit bias in health care setting
  - [https://picck.org/enduring\\_implicitbias1/](https://picck.org/enduring_implicitbias1/)
  - [https://picck.org/enduring\\_implicit-bias2/](https://picck.org/enduring_implicit-bias2/)
- [March of Dimes Dismantling Bias in Maternal and Infant Healthcare](#)

# Quality: Diabetes Your Way Days

- Passport is hosting Diabetes Your Way events at each of our One Stop Help Centers
- A Molina nurse practitioner will be on site for appointment or walk-in care based on availability
- Members can complete the following services:
  - Point-of-care A1c
  - Point-of-care nephrology screen
  - Point-of-care diabetic retinal exam
  - Receive educational materials

One Stop Help Center Locations	Address	Diabetes Event Dates
Bowling Green	636 U.S. 31 W Bypass, Suite A, Box 9 Bowling Green, KY 42101	9/27/2023 12/5/2023
Covington	1613 Madison Avenue Covington, KY 41011	9/13/2023 12/14/2023
Hazard	124 Grand Vue Plaza Hazard, KY 41701	9/5/2023
Lexington	127 W. Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503	8/31/2023 11/28/2023
Owensboro	410 Southtown Blvd, Suite 3 Owensboro, KY 42303	9/13/2023



**Join us for Free Screenings & Education Sessions on Diabetes**

**Wednesday, Sept. 27, 2023  
Tuesday, Dec. 5, 2023**



**Bowling Green One Stop Help Center**  
636 US 31 W. By-Pass  
Bowling Green, KY 42101

- You may be eligible for up to \$100 in Healthy Rewards.
- To learn more and claim your reward, visit [passporthealthplan.com/com](https://passporthealthplan.com/com) or call (833) 986-0072 (TTY: 711).

This event is open to Passport members only. For more information, contact us at 270-698-9368.



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# Quality: Diabetes Sweepstakes

- Passport offered the Diabetes Sweepstakes in 2022 and five qualifying practices won a RetinaVue camera to provide in-office exams.
- Passport will be offering the Diabetes Sweepstake again for 2023.
- Participating providers that achieve NCQA 50th percentile for HEDIS measure HbA1c Control (<8.0%) for the measurement year 2023 will qualify for the Sweepstakes
- Qualifying providers will be eligible to win one (1) of five (5) handheld RetinaVue cameras, with an estimated prize value of \$11,450.

• Winners will be announced after

• [2023 Official Rules](#)

• [2023 FAQs](#)

• [2023 Entry Form](#)



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# Availity Essentials: Trainings

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for Availity Essentials Provider Portal Overview for Molina Healthcare Providers on these dates.

- Tuesday, September 12 @ 2:00 p.m. - 3:15 p.m. ET
- Monday, September 25 @ 12:00 p.m. - 1:15 p.m. ET

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports



# Monthly Member Benefit Highlight – Healthy Cooking

## NEW! Online Healthy Cooking Lessons

- Passport members now have access to videos and other online resources to learn how to cook healthy. Through these resources we show members how to make easy, healthy dishes for them and their family! Members can also learn tips for healthier living and self-care. All this information is available [here](#).

## Get Twice the Free Food at Your Farmers Market!

- We are very excited to partner with Kentucky Double Dollars so our members' dollar can go further to get more healthy food! We want to help our Passport families have the chance to add healthier options at home.
- Members can use your SNAP, WIC, or SFMNP benefits to get twice as much free, fresh produce at their local farmers market through the Double Dollars program!
- To find local, participating farmers market and learn how to use benefits members can visit <https://cfaky.org/kdd/>.
- [Farmers Market Flyer](#)



**New Prior Authorization**  
**Guidance Effective**  
**September 1, 2023**



**2023 Passport Diabetes**  
**Sweepstakes Giveaway**

# Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [DRG Clinical Validation](#)
- [Claim Payment Policy for Bundling CPT Codes 81002 and 81003 with Office Visit](#)
- [Newborn and NICU](#)
- [Outpatient Definitive and Presumptive Drug Testing](#)
- [Self Help/Peer Support Services \(H0038\)](#)
- [Therapeutic Behavioral Health Services \(H2019/H2020\)](#)
- [Intensive Outpatient Therapy for Substance Use Disorders \(H0015\)](#)
- [Early Elective Delivery Payment Policy](#)
- [PI Payment Policy Corrected Claim Reimbursement Policy](#)
- [PI Payment Policy Duplicate claim reimbursement policy](#)
- [PI Payment Policy Facility Emergency Department Evaluation and Management leveling](#)
- [PI Payment Policy NDC Reimbursement Policy](#)
- [Payment Policy Observation Reimbursement Policy](#)
- [PI Payment Policy Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development \(H0032/T1007\)](#)

## Appendix - Resources

- Provider Contact Center (800) 578-0775
- Contracting Inquiries [KY\\_Contract\\_Management@MolinaHealthCare.com](mailto:KY_Contract_Management@MolinaHealthCare.com)
- Credentialing Inquiries [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)
- Appeals and Grievances [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)
- Dental Inquiries [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com)
- Vision Inquiries [www.marchvisioncare.com](http://www.marchvisioncare.com)
- Pharmaceutical Inquiries <http://kyportal.medimpact.com>

# Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)

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